## **Chargeback Response**

## **Transaction Invoice**

|  |  |  |  |
| --- | --- | --- | --- |
| **ARN** | [连连填写] | **Chargeback Amount** | [拒付金额] |
| **Transaction** |
| **Transaction ID:** | [连连订单号] | **Date/Time:** | [订单支付时间] |
| **Amount:** | [支付金额] | **Email Address:** | [买家邮箱] |
| **Credit Card Information** |
| **CC Type:** | [VISA/MASTERCARD/JCB/AMERICAN EXPRESS…] |
| **CC Number:** | \*\*\*\*\*\*[卡号后四位] |
| **Order Information** |
| **Customer Name:** | [买家姓名] |
| **Product Name:** | [产品名称][订单链接] |
| **Shipping Address:** | [买家收货地址] |
| **Status：** | [物流状态] |

## Shipping and Delivery Receipt

Website Shipping Policy: [网站内发货条款链接]

Shipping company：[货运公司名称]

Tracking number：[物流单号]

Screenshot of waybill information：[运单信息截图]

Proof of delivery or buyer's signature photo:[买家收到货证明]

## Product sales details

Return & Refund Policy：[此处填写退货和退款条款链接]

Proof that the buyer is aware of the return policy：[买家知晓退换货政策证明]

Images of merchandise：[商品清晰图片及详细说明&实际发出的商品图片]

## Evidence of Product Usage

[买家可正常使用产品的证明] ——如有

## Transaction History

[此处上传历史交易记录商户后台截图]——如有

## Customer Service Record

[简单描述下该订单的具体情况]

[能够证明买家为持卡人本人的信息]